

FREQUENTLY ASKED QUESTIONS

2017-2018 Broker Training Payment Process

- QUESTION:** What if I pay for training and cannot attend the meeting I registered for?
ANSWER: You will simply need to register for another meeting. You will not have to pay another fee.
- QUESTION:** Will I be able to get a refund if I have paid and cannot attend any re-certification classes this year?
ANSWER: No, you will not be able to receive a refund.
- QUESTION:** I accidentally paid twice or more for a training class. Will I be able to get a refund?
ANSWER: Yes. Please email your payment receipts to producer@wahbexchange.org.
- QUESTION:** If I don't pay for a re-certification class this year will my HPF account stay active?
ANSWER: No, on December 31, 2017 we will start the process of deleting accounts of producers that have not attended a re-certification class and/or who have not paid the fee.
- QUESTION:** What will happen if I attend a re-certification class and forget to pay the fee?
ANSWER: The URL for the payment site will remain on the Registration and Certification and Training and Webinars pages until December 31, 2017. Simply log into your [Partner Sign In page](#) and make a payment.
- QUESTION:** Is there the ability to wave the fee for certain producers?
ANSWER: Not at this time.
- QUESTION:** What will happen if my HPF account is deleted?
ANSWER: Once your account is deleted, you will be un-partnered with all of your clients. Your name will be removed from the enrollment files sent to the carrier and no commissions will be paid to you on those clients.
- QUESTION:** Will producers be given any reminders to make a payment if we have forgotten to pay?
ANSWER: Yes, producer support will run a list of active producers that have not paid, attended a re-certification class or both prior to December 31, 2017. Producers will receive notification via their supplied email addresses reminding them to finish the process before an account is deleted.
- QUESTION:** Are all producers paying for certification or is this just for re-certification?
ANSWER: All producers will pay a fee for certification whether they are establishing a new account or re-certifying.
- QUESTION:** May I pay in cash?
ANSWER: No, only debit and major credits cards will be accepted.
- QUESTION:** Will I be able to pay at an in-person re-certification class?
ANSWER: No. You will be able to pay through the web site at any time thru December 31, 2017.
- QUESTION:** If I attend a webinar will I receive Washington State CE credits?
ANSWER: No, CE credits will be provided for in-person re-certification class only.
- QUESTION:** I am a new producer to the Exchange and attended training but forgot to pay. How do I get the link to the payment web site?

ANSWER: The payment link is available on the [Insurance Brokers page](#).

14. **QUESTION:** What will the collected funds be used for?

ANSWER: All funds will be used for the Broker Program at the Exchange.

15. **QUESTION:** If I went through New Broker Training earlier in 2017 do I need to take a re-certification class?

ANSWER: If you attended New Broker training in 2017 before July 2017, you will have to attend a re-certification class.

16. **QUESTION:** How can I prove I attended a new broker training or re-certification class this year?

ANSWER: All brokers will receive a certificate of completion emailed via DocuSign that they will be able to present to carriers for appointment.

17. **QUESTION:** Will I receive confirmation that I have made my payment?

ANSWER: Yes, you will receive a receipt after your payment is complete. You should print the receipt for your records.

18. **QUESTION:** If I forget to make my payment when I register for training, how can I make a payment?

ANSWER: The URL for the website to make payments can be found on the [Insurance Brokers page](#), or the Registration and Certification and Training and Webinars pages via your [Partner Sign In page](#).

19. **QUESTION:** Is the training cost \$35 per person?

ANSWER: Yes, the cost of training is \$35 per person.

20. **QUESTION:** Is my credit card information secure?

ANSWER: While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our Producer Support Office.

21. **QUESTION:** If I don't pay the \$35 training cost, will I still receive CE credits?

ANSWER: Yes, once the class is completed, you will receive CE credits as long as you meet the attendance requirements.

22. **QUESTION:** What are the attendance requirements to receive CE credits?

ANSWER: You must attend the entire scheduled training and not miss more than 10 minutes once the class starts. Per WAC [284-17-272](#)